



CyberSafe at USPS®

Press Play: The Postal Service's Gamification Approach to
Cybersecurity Training



Corporate Information
Security Office

The United States Postal Service (USPS) addresses its cybersecurity risks and challenges through a robust awareness and training program.

Challenges



The organization is comprised of over **600,00 employees** with varying job functions and cyber knowledge



Phishing scams are becoming more sophisticated, putting the organization at risk of malware or a data breach



Employees continue to **exhibit risky behaviors**, including clicking on malicious emails and plugging phones into USPS equipment

Postal Service Response



Raise **cybersecurity awareness** through ongoing communications, web content, and educational talks across the country



Provide robust **role-based training curriculum** on high-priority cyber topics



Equip employees to identify and report malicious emails through an **anti-phishing program**



Promote **behavioral change** through leadership engagement and targeted interventions

To amplify the impact of its awareness and training program, the Postal Service promotes behavioral and cultural changes through its new immersive learning solution – Cyber Defender.



Cyber Defender allows all levels of Postal Service leadership to assess how employees respond to real-world cyber threats and to analyze behavioral trends that put the organization at risk.

Benefits of Cyber Defender

✓ Provides **custom scenarios** to address USPS's unique security needs and behaviors

✓ Associates **individual actions** with **organizational impact**

✓ Creates a **hands-on learning environment** and opportunities to apply knowledge

✓ Yields **metrics and trends** for measuring behavior change

Scenes from the Postal Service's Cyber Defender



Cyber Defender walks users through ten levels of scenarios dedicated to various aspects of high-priority cybersecurity topics.

Cyber Defender Components



Ten levels

Micro-learning after each level to reinforce skills

Six cybersecurity topics



Continuous scoring providing immediate feedback and areas for improvement

Cybersecurity Topics

Workstation
Safety



Social
Engineering



Phishing



Password
Protection



Malware



Insider Threat



Cyber Defender utilizes scenarios and micro-learning to emphasize key cyber best practices and give employees the opportunity to practice their skills.



 **USPS CYBER DEFENDER** Profile Guidebook Exit

CHOOSE A CHARACTER TO REPRESENT YOU



CISO

CISO

CyberSafe
at USPS®

Implementation of Cyber Defender across the organization will yield several long-term impacts.

Long-Term Impact



Organizational cyber behavior change, leading to increased information security vigilance



Use of analytics and metrics to continuously inform and shape future awareness campaigns



Increased understanding of how an individuals' actions can affect the organization

Cyber Defender plays a significant role in promoting and instilling a culture of cybersafety across the entire organization.

